



Quarterly Performance Management Report
Quarter 2 2007/08
(April 2007 to September 2007)

PAGE	
3	Performance Overview
4	Performance Report Key
5	Customer Services
6	Decent Homes
7	Finance
8	HR
9	Repairs
10	Voids









Northwards Housing Performance

Northwards Housing is an Arms Length Management Organisation (ALMO) that looks after council homes in North Manchester. We collect a diverse range of information in order to monitor and evaluate our progress, identify areas that need to be improved and set targets to improve our overall service.

We use a range of weekly, monthly, quarterly and annual performance indicators to monitor how well we are doing.

A number of these are national performance indicators which all local authority housing providers need to collect. We also monitor how we compare to other ALMOs – we compare ourselves to the top 25% of ALMOs across the country to see how we are performing.

In order to monitor performance more closely and offer a better service to our tenants, Northwards Housing is monitoring a number of indicators on a monthly basis that were previously reported quarterly.





Northwards Housing Performance Report Key					
BV	National Best Value Performance Indicator				
NHL	Northwards Housing Local Performance Indicator				
↑	shows improved performance compared to previous period				
↓	shows performance has declined compared to previous period				
↔	shows performance has remained the same compared to the previous period				
↔	shows figure has remained static for the year				
<table border="1"> <tr> <td></td> <td>Hit Target</td> </tr> <tr> <td></td> <td>Not Hit Target</td> </tr> </table>			Hit Target		Not Hit Target
	Hit Target				
	Not Hit Target				

Customer Services (2)				1st Quarter 07/08	2nd Quarter 07/08	3rd Quarter 07/08	4th Quarter 07/08	Target 07/08	Housemark Upper Quartile ALMOs 06/07	Upper Quartile Core Cities 06/07
↔	Q	NHL201	% of tenants satisfied overall with their community as a place to live	Annual Stat*	Annual Stat*			72%	No Benchmark Data	n/a
↔	M	NHL202 (Formerly BV 164)	Does Northwards Housing follow the Commission for Racial Equality's code of practice in rented housing and follow the Good Practice Standards for social landlords on tackling harassment?	Yes	Yes			Yes	No Benchmark Data	n/a
↔	Q	BV 2a	The level of the Equality 'Standard for Local Government' to which Northwards Housing conforms	Level 2	Level 2			Level 3	No Benchmark Data	n/a
↔	Q	BV 156	Northwards Housing buildings open to the public in which all public areas are suitable for and accessible to disabled people**	75%	75%			80%	No Benchmark Data	n/a
↔	M	NHL203	% Tenant satisfaction with on-call customer service	Annual Stat*	Annual Stat*			87%	No Benchmark Data	n/a
↔	Q	NHL204	% BME tenant satisfaction with on-call customer service	Annual Stat*	Annual Stat*			87%	No Benchmark Data	n/a
↑	Q	NHL205	% of complaints answered within 10 working days	75.0%	80.0%			87%	No Benchmark Data	n/a

*Annual stats available in Feb 2008

**Annual stat but collected for the calendar year (Reported Jan '08) - Currently shows last years result

Decent Homes				1st Quarter 07/08	2nd Quarter 07/08	3rd Quarter 07/08	4th Quarter 07/08	Target 07/08	Housemark Upper Quartile ALMOs 06/07	Upper Quartile Core Cities 06/07
↑	M	NHL301	Overall customer satisfaction with the Decent Homes programme	9.0	9.1			7.5	No Benchmark Data	n/a
↑	Q	NHL302	Total number of properties made decent	87	150			549	No Benchmark Data	n/a
↑	Q	NHL303	% spend on improvements as a proportion of the annual budget	20%	39%			95%	No Benchmark Data	n/a
↑	Q	BV 63	Average SAP rating of LA owned dwellings	72.1	73.30			74	71.2	n/a
↔	Q	BV 184a	% Proportion of non decent homes (at the start of the year)	44.3%	44.3%	44.3%	44.3%	N/A	19.6%	n/a
↑	Q	BV 184b	% change in decent homes	2%	3%			10%	30.5%	n/a

Finance				1st Quarter 07/08	2nd Quarter 07/08	3rd Quarter 07/08	4th Quarter 07/08	Target 07/08	Housemark Upper Quartile ALMOs 06/07	Upper Quartile Core Cities 06/07
	M	NHL401	The average weekly costs per property for special services	£1.08	£1.15			£1.14	No Benchmark Data	n/a
	Q	NHL402	The average weekly costs per property for general management	£16.90	£16.37			£16.09	No Benchmark Data	n/a
	Q	NHL403	The average weekly costs per property for repairs	£14.32	£15.26			£15.53	No Benchmark Data	n/a
	M	NHL404	% achievement of efficiency targets as stated in annual efficiency statement	0.0%	0.0%			2.5%	No Benchmark Data	n/a

Human Resources				1st Quarter 07/08	2nd Quarter 07/08	3rd Quarter 07/08	4th Quarter 07/08	Target 07/08	Housemark Upper Quartile ALMOs 06/07	Upper Quartile Core Cities 06/07
↔	A	NHL501	% of staff satisfied overall as per employee survey*	Annual Stat	Annual Stat			90%	n/a	n/a
↔	A	NHL502	% response rate to employee survey	Annual Stat	Annual Stat			85%	n/a	n/a
↔	Q	BV 11a	Top 5% of earners that are women	47.0%	47.0%			47%	n/a	n/a
↔	Q	BV 11b	Top 5% of earners from black and minority ethnic communities	0.0%	0.0%			6%	n/a	n/a
↔	M	BV 11c	Top 5% of earners that are disabled	0.0%	0.0%			6%	n/a	n/a
↓	M	BV 12	Average number of working days/shifts lost due to sickness	3.8 Days	6.4 Days			9.5 Days	10.1 Days	n/a
↔	Q	BV 14	Employees retiring early (excluding ill-health retirements) as a % of the total workforce	0.0%	0.0%			0.64%	n/a	n/a
↔	Q	BV 15	Employees retiring on grounds of ill-health as a % of total workforce	0.0%	0.0%			0.64%	n/a	n/a
↔	M	BV 16	% of disabled employees	3.2%	3.2%			3.57%	n/a	n/a
↑	Q	BV 17	% of BME employees	6.1%	6.7%			11.40%	n/a	n/a
↓	Q	NHL503	% staff turnover	1.6%	3.5%			9%	n/a	n/a
↔	M	NHL504	% LGB employees	From March '08	From March '08			N/A	n/a	n/a

*Survey due February

Repairs				1st Quarter 07/08	2nd Quarter 07/08	3rd Quarter 07/08	4th Quarter 07/08	Target 07/08	Housemark Upper Quartile ALMOs 06/07	Upper Quartile Core Cities 06/07
↓	Q	NHL801	% Repairs satisfaction letters where tenants were satisfied with the service	83.7%	83.6%			89.5%	n/a	n/a
↓	Q	NHL802 (Formerly BV 211a)	Expenditure on planned repairs and maintenance as a percentage of all maintenance expenditure	99.1%	93.1%			70%	75.3%	n/a
↑	Q	NHL803	% Urgent repairs completed within government 'right to repair' time limit	77.9%	81.8%			98.4%	98.8%	n/a
↓	Q	NHL804	Average time taken in days to complete non-urgent responsive repairs	8.07 Days	10.05 Days			5.5 Days	7.91 Days	n/a
↑	Q	NHL805	% spend against budget (Revenue and Capital)	17.0%	36.6%			n/a	n/a	n/a
↑	Q	NHL806	% of properties where gas servicing carried out within 12 months*	99.4%	99.5%			99.5%	n/a	n/a
↑	Q	NHL807	Number of properties not serviced over a 16 month period (i.e. overdue by 4 months)*	4	Zero			Zero	n/a	n/a

*Data only available from June 2007 onwards

Voids				1st Quarter 07/08	2nd Quarter 07/08	3rd Quarter 07/08	4th Quarter 07/08	Target 07/08	Housemark Upper Quartile ALMOs 06/07	Upper Quartile Core Cities 06/07
↓	M/Q	BV 212	Average re-let time in days - BV212	78.4 Days	78.9 Days			35 Days	27.2 Days	n/a
↑	M/Q	NHL901	Average re-let time in days for adapted properties*	83.9 Days	74 Days			Pending	No Benchmark Data	n/a
↔	M/Q	NHL902	% of rent lost through dwellings becoming vacant	Not available	Not available			2.5%	1.3%	n/a
↑	Q	NHL903	% of properties empty in relation to total stock	2.9%	2.7%			2.5%	No Benchmark Data	n/a
↑	M/Q	NHL904	% of properties re-let within 35 days of becoming empty (excluding adaptations)*	24.5%	23.6%			Pending	No Benchmark Data	n/a

*Yet to be validated